## WEST VALLEY COLLEGE
### STUDENT SERVICES COUNCIL
#### February 18, 2014 Notes

<table>
<thead>
<tr>
<th>Name</th>
<th>Present/Absent</th>
<th>Title</th>
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<tbody>
<tr>
<td>Barbara Ogilvie</td>
<td>Absent</td>
<td>Supervisor, A&amp;R</td>
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<tr>
<td>Berni Walker</td>
<td>Absent</td>
<td>Coordinator, Veterans Support</td>
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<tr>
<td>Carol Pavan</td>
<td>Present</td>
<td>Stu. Serv. Division Chair, Academic Senate</td>
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<tr>
<td>Cheryl Miller</td>
<td>Present</td>
<td>Director, DESP</td>
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<tr>
<td>Elise Johnson</td>
<td>Present</td>
<td>Director, TRiO</td>
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<tr>
<td>Freba Cognetta</td>
<td>Absent</td>
<td>Articulation Officer</td>
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<tr>
<td>Gretchen Ehlers</td>
<td>Present</td>
<td>Coordinator, First Year Experience</td>
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<tr>
<td>Herlisa Hamp</td>
<td>Absent</td>
<td>Director, Admissions &amp; Records</td>
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<tr>
<td>Inge Bond</td>
<td>Absent</td>
<td>Research Analyst</td>
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<tr>
<td>Irene Serna</td>
<td>Present</td>
<td>Director, EOPs</td>
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<tr>
<td>Jean Finch</td>
<td>Present</td>
<td>College Council Representative</td>
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<tr>
<td>Joe McDevitt</td>
<td>Present</td>
<td>Director, Outreach</td>
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<tr>
<td>LeAnn McGinley</td>
<td>Present</td>
<td>Assessment/Curriculum</td>
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<tr>
<td>Maria Lopez</td>
<td>Absent</td>
<td>Classified Senate Representative</td>
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<tr>
<td>Maritza Cantarero</td>
<td>Present</td>
<td>Director, Financial Aid</td>
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<tr>
<td>Marta Mora-Evans</td>
<td>Absent</td>
<td>CalWorks</td>
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<tr>
<td>Michelle Donohue-Mendoza</td>
<td>Present</td>
<td>Director, Student Development</td>
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<tr>
<td>Sara Patterson</td>
<td>Present</td>
<td>ASO Representative</td>
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<tr>
<td>Sharon Heimbaugh</td>
<td>Absent</td>
<td>Director, Health Services</td>
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<tr>
<td>Susan Wolfe</td>
<td>Absent</td>
<td>Barnes and Noble Representative</td>
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<tr>
<td>Victoria Hindes</td>
<td>Present</td>
<td>Vice President, Student Services</td>
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<tr>
<td>Wanda Wong</td>
<td>Present</td>
<td>Department Chair, Counseling</td>
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<tr>
<td>George Mageles</td>
<td>Present</td>
<td>Guest</td>
</tr>
<tr>
<td>Heidi Diamond</td>
<td>Present</td>
<td>Guest</td>
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<tr>
<td>Kuni Hay</td>
<td>Present</td>
<td>Guest</td>
</tr>
<tr>
<td>Lili Ebrahemi</td>
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<td>Guest</td>
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I. Approval of Agenda and Minutes – All
   - All approved the agenda
   - Minutes approved; J. Finch abstained.

II. Action Item: Vote to Add Student Success Coordinator to SSC – All
   - C. Miller moved to vote on the motion, L. McGinley seconded, All approved
   - Whitey Clay as the Student Success Coordinator will now be a member of SSC.

III. Accreditation – Kuni Hay and Heidi Diamond
   - Gave members of SSC a written summary from the Accreditation Pre-visit.
   - The chair of the visiting team is Dr. Rajen Vurdien from Fullerton College.
   - The team will arrive in San Jose on Sunday, March 16
   - On Monday they will visit the Campbell Center and review Standards III and IV with Mission.
   - The Team will visit West Valley on Tuesday and Wednesday
They will meet with the college President on Thursday and hold an open college forum to give their commendations and recommendations.

The initial feedback was that the report felt like ‘one voice’

The Team would like to look into channels of communication as well as Distance Education, they want to make sure that student enrolled in Distance Education have the same access to Student Services as traditional students.

Wristbands with the College Mission Statement will be available to everyone.

Fox 211 has been requested to be rekeyed so it will be off limits during the visit.

Please review area IIB as it pertains to Student Services

The report is online so please share with staff

The visiting team will send the selection of people they would like to meet, but they can hold “random” interviews so please be prepared and available.

IV. Draft Crosswalk: SSSP and Student Equity – V. Hindes

The difference between Crosswalk and SSSP is that Crosswalk contains and instructional and institutional prompt.

The purpose is to align courses to reflect student needs.

The document was not created by the college; this was devised by the State. The colleges are charged to report any questions, changes to their area CSSO representative and the representative will take it to the leadership group which will then consult with the State representatives. Dr. Hindes is our CSSO representative.

Both updates are due by October 14th. Please review the draft.

There are two separate plans but they have to be integrated and yes, they can change.

V. Reassigned Time – J. Finch and C. Pavan

19 FTEF needs to be cut.

If the process involves restructuring the divisions then the Academic Senate has to be part of the process.

Which department would be a good addition to our division if any?

Most colleges do not have a division chair system, they have deans.

The original request was brought up because of budget, this was a FAIT recommendation.

Our division since it involves instructional and non-instructional departments may be exempt from taking on additional division.

Members felt that the Library and Tutorial would be logical choices if our division needed to add additional departments.

VI. Discussion: District’s Exploration of Changing ERP to Banner – J. Finch

The district is actively looking at switching services from Datatel to Banner.

Feedback from SSC members:

- Some concerns related to training and release time for all staff to learn a new system.
- Efficiency review should be conducted, is there a significant change?
User group assessment should be conducted, is it better than what we have?
We are in the midst of a budget reduction and now we have funds to purchase this product for $10 mil., where did the money come from?
Will HR and Payroll get implemented first? The issues they have with Datatel is that they never bought into the system when it was being initialized and we will have the same issues if HR and Payroll aren’t online first.
Need strong IS support to implement the giant change. We can’t have basic services in a timely manner as it is so how will they manage the implementation?
Need a benefits analysis vs. cost

VII. Budget Reduction – J. Finch
- Initially the college faced a $1.3 mil. deficit, now the figure is more like $1.1 mil. Are there any positions that were on the FAIT recommendation that SSC would like to remove from the list?
- Feedback from SSC:
  - A&R Director
  - Institution Researcher
  - Football Team

VIII. Action Item: Early Registration for DESP Note-Takers – C. Miller
- In the past because DESP could not provide monetary compensation to DESP note-takers they were given priority registration for their service.
- Would SSC approve to keep these note-takers on tier 2 priority as before? The list of note-takers is updated each semester and would be provided to the A&R Director for processing.
- Irene Serna moved to allow DESP note-takers to receive tier 2 priority for their service. Wanda Wong seconded the motion. All approved.

IX. Student Grievance Process – V. Hindes and M. Donohue-Mendoza
- Please follow proper procedure because cases can be thrown out because student/staff did not follow the correct process.
- Please do not confuse this with Academic Appeal
- V. Hindes would like two separate constituent groups, one for Grievance and one for Disciplinary Hearing. Currently, there’s only a group for Disciplinary Hearing. This will eliminate conflicts of interests. Ideally, the group will have 5 people; comprised of staff, student, faculty, and administration.

X. Student Emergency Fund – M. Donohue-Mendoza
- Saw about 15 to 16 students this semester.
- Currently, more students are referring other students. Greatly encourage staff and faculty to refer students of need to this resource.
- This is a one-time only emergency fund per student. Maximum amount is $200.
Students who needed assistance with text books were referred to Azar Babaka to seek an emergency book loan.

Health Services is focusing on solution-based counseling, and are taking a different approach on food vouchers.

XI. Action Item: Program Review for First-Year-Experience (FYE) – M. Donohue-Mendoza and G. Ehlers
   - Need permission from Academic Senate to be added as a program.
   - Seeking SSC approval to submit a request to Academic Senate to be part of Program Review.
   - Cheryl Miller moved to have SSC support FYE as a program that needs to do Program Review. Elise Johnson seconded the motion and all approved.

XII. Common Core – Impact on CC – V. Hindes, J. McDevitt, and H. Hamp
    - Item Tabled till the next SSC meeting due to lack of time.

XIII. Program Update
    - Counseling – Wanda Wong will be taking over as Department Chair and Melissa Salcido will be the interim EOPS counselor.